

**BLOG**

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# Building The **Timeless Enterprise** Using ServiceNow

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**“Timeless Enterprise”** refers to organizations that are able to deliver sustained success over a period of time by effectively handling changes in the business environment.

Business environment changes driven by competition, changes in customer behavior, economic volatilities, technology disruptions etc. requires companies to continuously reinvent and evolve. Enterprises should be agile and adaptable to handle these changes and withstand the test of time.

### Key traits of a timeless enterprise

#### **Agility to adapt**

Quick to capitalize on opportunities and quicker to respond to threats

#### **Customer-first Culture**

Prioritize customer satisfaction to improve products and/or services that align with customer needs

#### **Extreme innovation mindset**

Ability to think different and stand out from competition. Leverage technology and put innovations into action to realize relevant outcomes

#### **Culture of continuous improvement**

Constantly taking feedback on products and services and addressing the gaps

#### **Highly motivated workforce**

Crafting seamless employee experiences is the key to driving employee delight which in turn promotes efficiency and a motivated workforce that is aligned to organizational goals

Sustained success is achieved by creating a fabric of enduring experiences (for customers, partners, and employees) and connecting the entire organization together internally and with the customer.

Realizing the vision of a timeless enterprise requires a 2-tiered application and technology backbone comprising of:

1. **Core capabilities:** Capabilities that support the foundational enterprise processes like legacy ERP, CRM, Customer & Field Services, IT, HR, Admin, Facilities, Service-Ops, etc.
2. **Dynamic capabilities:** Required for the organization to adapt to newer and innovative ways of working, newer business models, react to business environment quicker. These could be newer applications, workflows, automation, interaction channels or digital re-imagination of the core

ServiceNow, today, has the right set of capabilities to enable a timeless enterprise by becoming a true technology backbone for enterprises to strengthen their “core” capabilities and deliver newer core and dynamic capabilities faster, simpler.

ServiceNow is widely being leveraged by enterprises across the globe to -

1. **Transform Core Enterprise Services:** Achieve faster core transformation and faster time to market to deliver modern core capabilities using ServiceNow.
  - Digitize the core – Using ServiceNow as a “wrapper” around the legacy ERPs and CRMs to deliver newer core capabilities faster
  - Transform Customer Experience - Connect end customers with suppliers, field agents, service representatives and deliver impactful and efficient client service through ServiceNow CSM and FSM powered by LTIMindtree Cognitive Customer Service
  - Achieve Technology Excellence: Deliver Digital and Technology automation for IT, OT and Industry-based Technology processes using a single platform enabled with best of breed ServiceNow capabilities in ITSM, OTM, TSOM, FSO, etc. augmented by LTIMindtree’s “Digital Business of the Future” offering
  - Elevate Employee Experience: Unify all Employee needs in HR, Facilities, Admin, IT using ServiceNow HRSD, WSD, LSD, and more through using a single engagement channel enabled by LTIMindtree “PRISM”
  - Drive Operational Excellence: Run an integrated Operations & Service Management for IT & Business using the ServiceNow ServiceOps model transformed with AI, ML, NLU and other advanced capabilities packaged in LTIMindtree SmartOps

## 2. Enable Platform of Platforms for quick and seamless scalability and adoption:

Utilize the NOW Platform to build apps, drive automation and integrate the landscape to deliver “dynamic” capabilities through:

- Hyper-Automation: Automate complex processes using ServiceNow Automation Engine, RPA Hub and advanced workflow capabilities
- Low-code enablement: Eliminate legacy tools and technologies and move into ServiceNow App Engine to build apps faster and drive experience enhancement
- Integrated ecosystem: Utilize 300+ connectors and ServiceNow Integration Hub to create a connected landscape to enable seamless data traverse through multiple systems
- Build faster and better in ServiceNow App Engine through LTIMindtree ServiceNow App Engine Migration framework

Key traits of timeless enterprise	Org Imperatives	Enabled by ServiceNow	Powered by LTIMindtree IP's, Offerings and Solutions
<b>Agility to adapt</b>	Enable New Business Models Faster: <ul style="list-style-type: none"> <li>• Accelerate delivery and support of digital businesses</li> <li>• Replicate success quicker with cloud-driven scalability</li> <li>• React to global situations with ease through rapid deployment options</li> <li>• Build low-code apps faster while governing for scale</li> </ul>	<ul style="list-style-type: none"> <li>• NOW Platform</li> <li>• App Engine, Low-Code app development platform</li> <li>• Integration Hub</li> <li>• DevOps</li> </ul>	<ul style="list-style-type: none"> <li>• App Engine Migration Framework</li> <li>• Pre-built Integration Packs</li> </ul>
<b>Customer-first culture:</b>	Enable Direct-to-customer business models <ul style="list-style-type: none"> <li>• Connect end customer with original supplier for superior support</li> <li>• Drive cognition in customer service delivery</li> <li>• Learn from customer trends with deep analytics</li> <li>• Make field services more impactful and efficient</li> </ul>	<ul style="list-style-type: none"> <li>• ServiceNow CSM</li> <li>• ServiceNow App Engine</li> <li>• ServiceNow FSM</li> </ul>	<ul style="list-style-type: none"> <li>• Cognitive Customer Service</li> </ul>

<b>Extreme innovation mindset</b>	<p>Transform ways of working:</p> <ul style="list-style-type: none"> <li>• Deliver strategic technology initiatives</li> <li>• Accelerate innovation with low-code app dev</li> <li>• Digitize cross-enterprise workflows while transforming legacy processes</li> <li>• Connect anything to ServiceNow to automate</li> </ul>	<ul style="list-style-type: none"> <li>• NOW Platform</li> <li>• App Engine</li> <li>• Automation Engine</li> <li>• Integration Hub</li> <li>• Strategic Portfolio Management</li> </ul>	<ul style="list-style-type: none"> <li>• App Engine Migration Framework</li> <li>• LTIMindtree CloudXperienz Platform</li> <li>• ServiceOps BOTs</li> </ul>
<b>Culture of continuous improvement</b>	<p>Automation and continuous transformation of service operations:</p> <ul style="list-style-type: none"> <li>• Steady expansion of technology services while reducing costs</li> <li>• Delivery of extraordinary technology resiliency and productivity</li> <li>• Continuous KPI monitoring driving efficiency</li> <li>• Continual enterprise security transformation</li> <li>• Technology spend optimization</li> </ul>	<ul style="list-style-type: none"> <li>• ITSM, ITOM</li> <li>• SecOps, IRM</li> <li>• Automation Engine</li> <li>• NOW Platform</li> </ul>	<ul style="list-style-type: none"> <li>• Future of IT powered by LTIMindtree SmartOps</li> <li>• ServiceOps BOTs</li> <li>• CloudXperienz Platform</li> </ul>
<b>Highly motivated workforce</b>	<p>Deliver great employee experience:</p> <ul style="list-style-type: none"> <li>• Consolidate employee experience channels</li> <li>• Deliver enterprise service management</li> <li>• Meet employees where they are with the right channel</li> <li>• Unify service support and communication</li> <li>• Ease complex employee journeys</li> </ul>	<ul style="list-style-type: none"> <li>• ServiceNow HRSD, WSD, LSD</li> <li>• ServiceNow ITSM</li> <li>• App Engine</li> <li>• NOW Platform</li> <li>• Integration Hub</li> </ul>	<ul style="list-style-type: none"> <li>• Future of Work powered by LTIMindtree PRISM</li> </ul>





Let's get to the  
future, faster. Together.